














Scorecard >




1.0 Customer

| + ADD

	Actual	Goal	As of Date
<u>Provide adequate, quality, and affordable housing equitably throughout Miami-Dade County - Housing</u>			
<u>Percent Failed Inspections for all Types in Section 8 Program</u>	42.0	n/a	May 2006
<u>Percent of Applicant Hearings Upheld</u>	29 %	n/a	FY06 Q3
 <u>Public Housing Occupancy Rate</u>	93.0 %	92.0 %	FY06 Q2
 <u>Annual Average Section 8 Lease-Up Rate</u>	100.0	99.0	FY05
<u>Increased availability of affordable and special needs housing - Housing</u>			
 <u>Monthly Vacant Unit Productivity</u>	105	50	May 2006
 <u>Number of affordable housing developer loans issued per month</u>	2	1	Jun 2006
 <u>Number of Houses Demolished in Scott Homes Sector IV and Carver Homes</u>	258 Demolished	258 Demolished	FY04 Q4
 <u>Number of Housing Units Demolished in Scott Homes Sectors I and II</u>	280 Demolished	280 Demolished	FY04 Q1
 <u>Number of rehab loans issued on a monthly basis</u>	7	12	Jun 2006
 <u>Public Housing Available Housing Unit Status (M & V status)</u>	579	250	May 2006
<u>Increased number of low to moderate income homeowners - Housing</u>			
 <u>Delinquency rate for SHIP loans</u>	1	3	Jun 2006
 <u>Delinquency rate of surtax loans</u>	3	5	Jun 2006
 <u>Number of Permits Obtained for Scott Homes Sector I Housing Construction.</u>	5 Permits	10 Permits	FY06 Q2
 <u>Number of Section 8 homeownership loans completed per quarter</u>	7	5	FY06 Q3
 <u>Number of single family loans issued per month</u>	34	20	Jun 2006

2.0 Financial

| + ADD

	Actual	Goal	As of Date
<u>Meet Budget Targets (Housing)</u>			
 <u>Fiscal Health</u>	26.0	25.0	FY06
 <u>Revenue: Total (Housing Agency)</u>	\$73,552	\$70,000	FY06 Q2
 <u>Expen: Total (Housing Agency)</u>	\$64,252	\$70,701	FY06 Q2

3.0 Internal

| + ADD

	Actual	Goal	As of Date
<u>Provide timely, efficient and valued support services</u>			
 <u>Monthly Ratio of Offers Housing Made to Accepted</u>	4.6	3.0	May 2006
 <u>Monthly Ratio of Scheduled Appointments to Accepted Offers of Housing</u>	5.5	12.0	May 2006
<u>Number of Applicant Hearings</u>	194	n/a	FY06 Q3
 <u>Number of electronic check transfers per quarter</u>	1,720	1,500	FY06 Q2
 <u>Number of Program Abuse and Fraud Cases Investigated</u>	96	90	FY06 Q3
<u>Number of Tenant Hearings</u>	163	n/a	FY06 Q3
 <u>Percent Down Time of MIS System</u>	5 %	5 %	May 2006
<u>Percent of Appeals Upholding Hearing Decisions</u>	68 %	n/a	FY06 Q3
 <u>Percent of Construction Contracts Awarded to Section 3 Businesses</u>	18 %	10 %	FY06 Q3
 <u>Percent of Non-construction Contracts Awarded to Section 3 Businesses</u>	7 %	10 %	FY06 Q3
<u>Percent of Tenant Hearings Upheld</u>	45 %	n/a	FY06 Q3

4.0 Learning and Growth

| + ADD

	Actual	Goal	As of Date
<u>Create a highly motivated workforce</u>			

[Employee morale](#)



[Monthly staffing vacancy rate](#)

4.6 %

4.0 %

Jun 2006

[Percent of staff trained in VCA](#)

Scorecard Details >

[Exception Report](#)

Owners

Monitors

 [EXPLORE](#)

Scorecard Name:

Housing

[Barbeite-Locay, Ivette](#) [Suarez, Dennise](#)

Description:

Parent Scorecards

Child Scorecards

 [LINKS](#)

[ACM Scorecard - Curry, Cynthia](#)

Housing

Business Plan Report

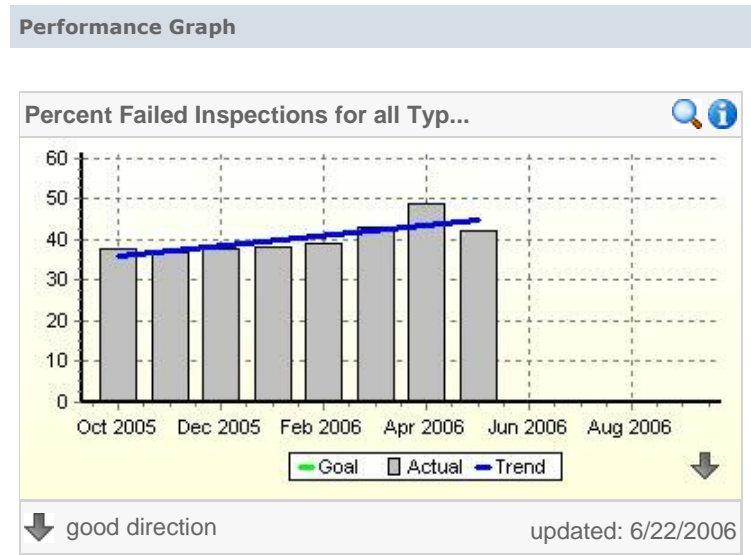
Customer

Objective Name	Owner(s)
Provide adequate, quality, and affordable housing equitably throughout Miami-Dade County - Housing	Ivette Barbeite-Locay

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

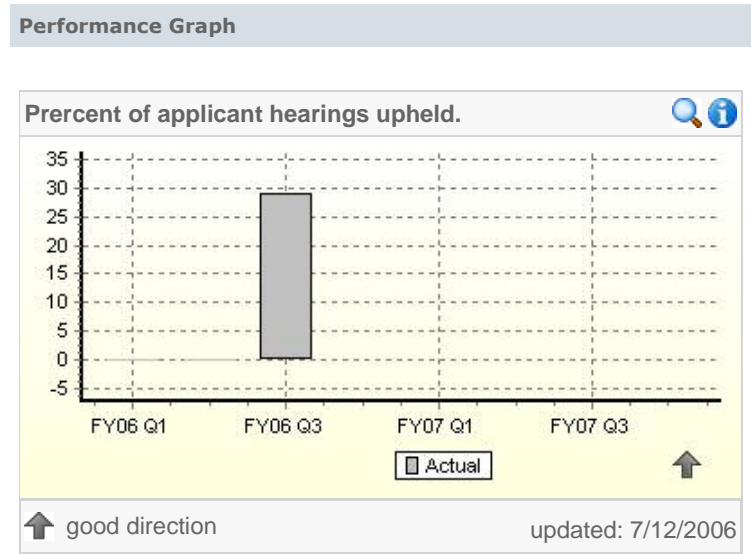
Measures	Owner(s)
Percent Failed Inspections for all Types in Section 8 Program	Ivette Barbeite-Locay Sue Torano Sonia Vargas Maritza Zauznabar
This measure shows the percentage annual inspections that failed the first time.	



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Number of Monthly Inspections	2,974	n/a	Apr 2006

Percent of Applicant Hearings Upheld	Ivette Barbeite-Locay Stan Krafick Dale Poster-Ellis
Percent of hearings upholding the Applicant and Leasing Center's (ALC) recommendation to deny assistance to applicants.	

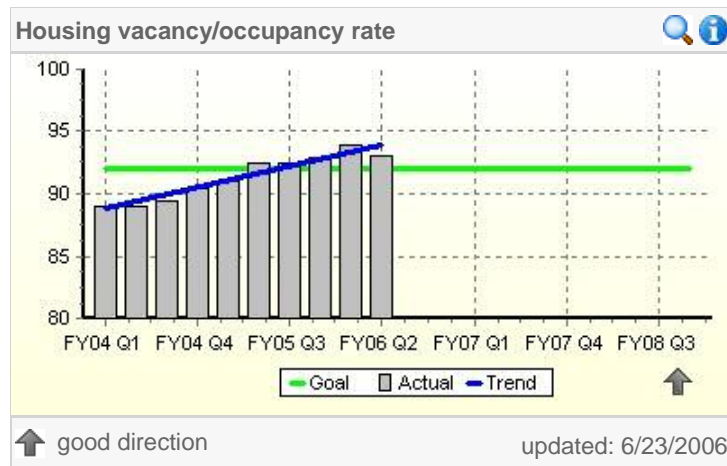


Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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This measure illustrates the percentage of Public Housing units with residents under contract for all housing available for occupancy. The higher the percentage, the better the measure because this means more qualified families are receiving housing assistance.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

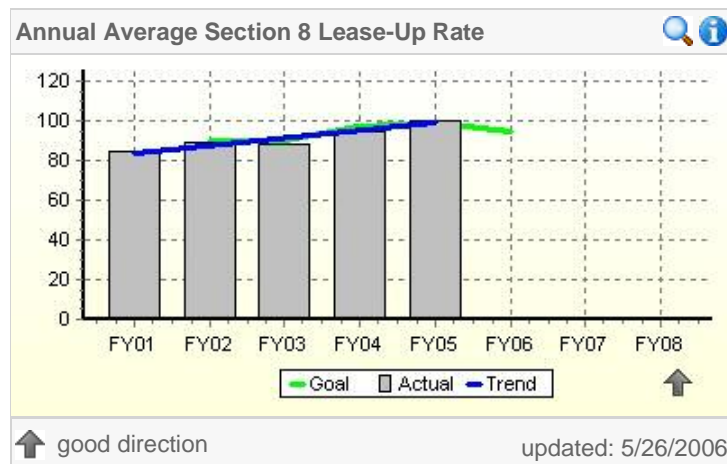
	ACTUAL	GOAL	DATE
Public Housing Division Monthly Occupancy Report	93	92	Apr 2006

Annual Average Section 8 Lease-Up Rate

Ivette Barbeite-Locay Arlina Mendoza Arlene Olivera Sue Torano
Sonia Vargas Maritza Zauznabar

This measure summarizes the annual average lease up rate for Section 8 vouchers. The higher the percentage, the better the measures, since more families are housing with vouchers.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Monthly Lease-Up Rate for Section 8 Programs	92.9	94.0	Jun 2006

Objective Name	Owner(s)
Increased availability of affordable and special needs housing - Housing	Ivette Barbeite-Locay

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

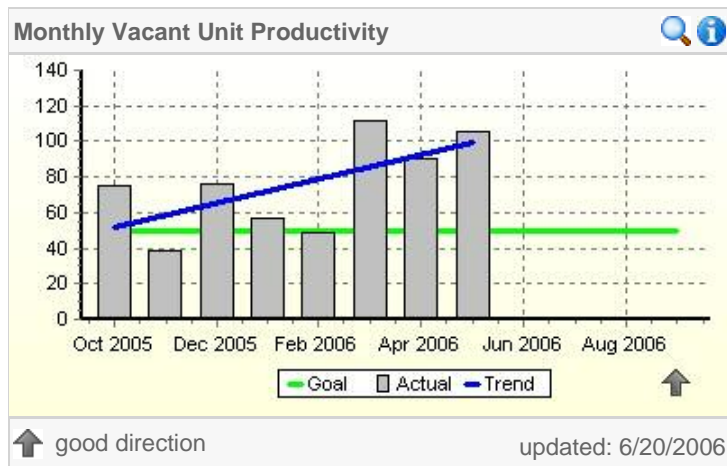
Parent Objectives

Measures	Owner(s)
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Monthly Vacant Unit Productivity Ivette Barbeite-Locay Patrick Brown Freddie Nay

The number of vacant units that have been modernized and inspected using Housing Quality Standards (HQS) and certified by the MHHA Quality Assurance Inspection unit.

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
ACTUAL GOAL DATE

Number of affordable housing developer loans issued per month Ivette Barbeite-Locay

This measures the number of loans issued to developers who build affordable apartments. The loans provide gap financing for multi-unit apartments and condos where some or all of the units are designated affordable.

Performance Graph



Initiatives Linked To Measure	Owner(s)
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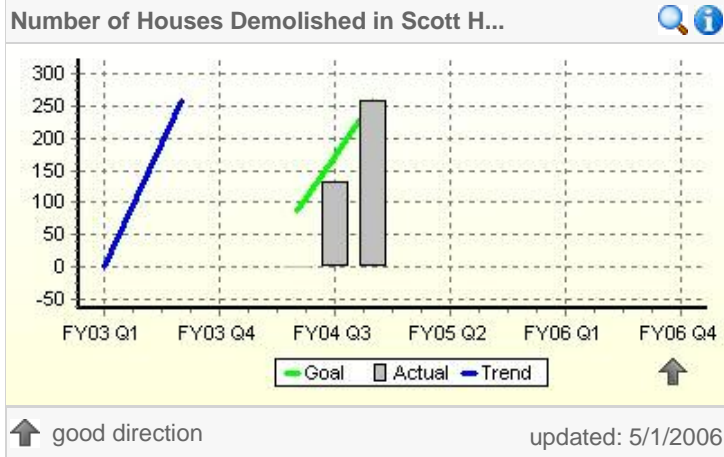
Child Measures Linked To Measure
ACTUAL GOAL DATE

Number of Houses Demolished in Scott Homes Sector IV and Carver Homes Ivette Barbeite-Locay Ann Mignot

Demolish 258 delapidated and functionally obsolete units of Scott Homes Sector IV and Carver Homes.

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Number of Housing Units Demolished in Scott Homes Sectors I and II

Ivette Barbeite-Locay Ann Mignot

Demolish the delapidated and functionally obsolete units of Scott Homes Sectors I and II.

Performance Graph



Initiatives Linked To Measure	Owner(s)
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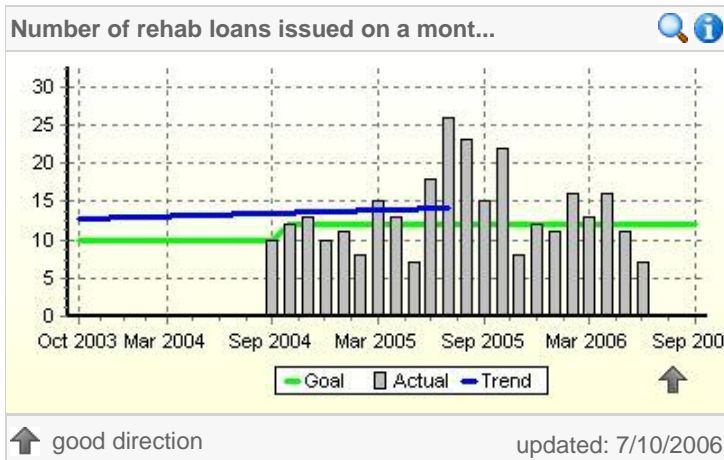
Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Number of rehab loans issued on a monthly basis

Ivette Barbeite-Locay

This measures the number of loans issued to low- to moderate-income families who own their homes rehabilitate them to improve their quality, meet building codes, add window / shutters and make ADA improvements.

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

The total number of available Public Housing units that are ready for occupancy (Vacant Ready) and vacated units scheduled for repairs



Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Objective Name**Owner(s)**

Increased number of low to moderate income homeowners - Housing

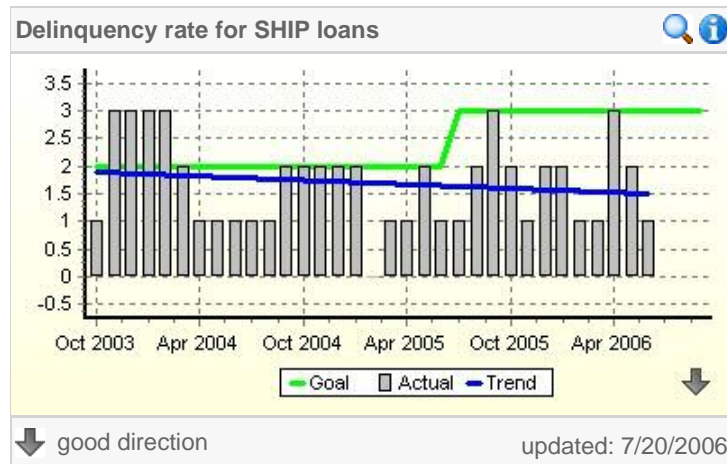
Ivette Barbeite-Locay

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives****Measures****Owner(s)**

Delinquency rate for SHIP loans

Ivette Barbeite-Locay

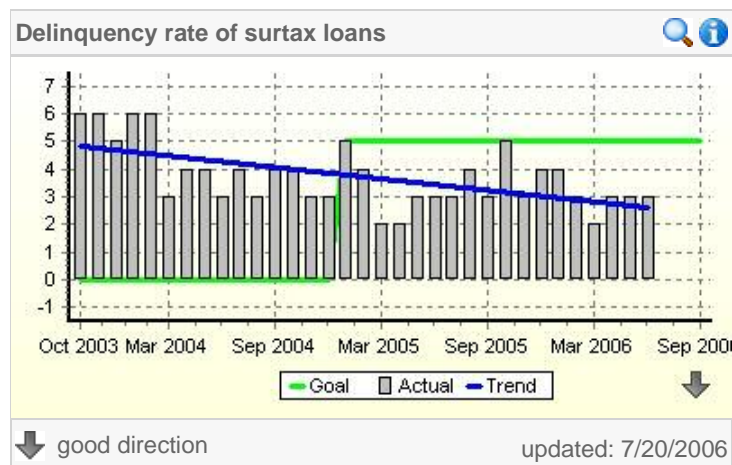
This is the percentage of home ownership loans made with SHIP funds that fail on a monthly basis

Performance Graph**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Delinquency rate of surtax loans

Ivette Barbeite-Locay

This shows the percentage of homeownership mortgage loans that became delinquent by month. The lower the percentage, the better the measure.

Performance Graph**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

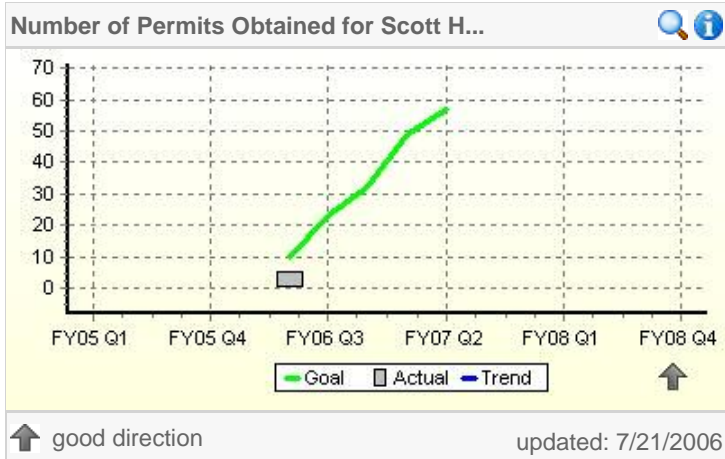
Delinquency rate for SHIP loans 1 3 Jun 2006

Number of Permits Obtained for Scott Homes Sector I Housing Construction.

Ann Mignot Ivette Barbeite-Locay

A building permit is required to begin construction of the first homes in the Scott Carver redevelopment effort.

Performance Graph**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

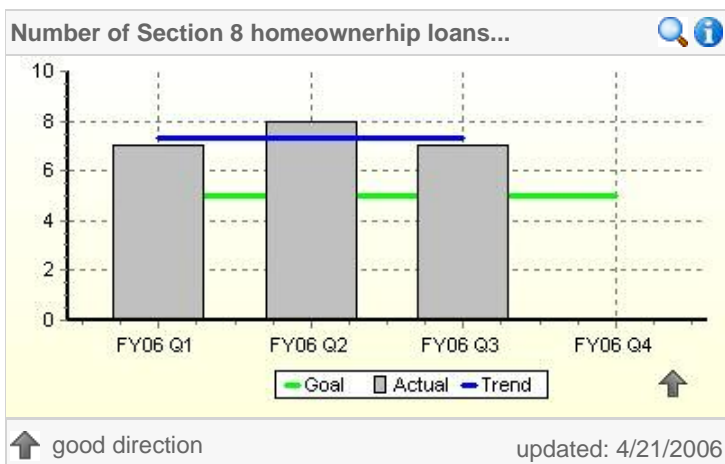


Number of Section 8 homeownership loans completed per quarter

Ivette Barbeite-Locay Mario Morlote Sue Torano Sonia Vargas
Maritza Zauznabar

Number of loans closed using a Section 8 voucher.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Number of single family loans issued per month

Ivette Barbeite-Locay

This measures the number of single family mortgage loans funded on a monthly basis. These loans are for low- to moderate-income families.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

☑ Number of rehab loans issued on a monthly basis 7 12 Jun 2006

Financial

Objective Name	Owner(s)
Meet Budget Targets (Housing)	Ivette Barbeite-Locay

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Planned necessary resources to meet current and future operating and capital needs (priority outcome)
		Parent Objectives
		(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
Fiscal Health	Ivette Barbeite-Locay
Financial score on HUD's financial category in the Public Housing Assessment System (PHAS)(30 is highest score)	

Performance Graph

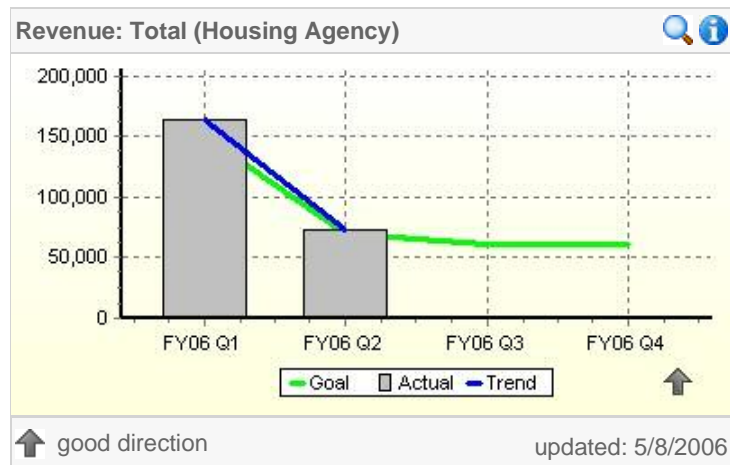


Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Revenue: Total (Housing Agency)	Ivette Barbeite-Locay
Total revenue in \$1,000s (from FAMIS)	

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Expen: Total (Housing Agency)	Ivette Barbeite-Locay
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)	

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Expen: Personnel (Housing Agency)	\$10,912	\$11,000	FY06 Q2
▲ Expen: Other Operating (Housing Agency)	\$53,003	\$60,000	FY06 Q2
▲ Expen: Capital (Housing Agency)	\$337	\$350	FY06 Q2

Internal

Objective Name	Owner(s)
Provide timely, efficient and valued support services	Ivette Barbeite-Locay

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Monthly Ratio of Offers Housing Made to Accepted	Ivette Barbeite-Locay Tallulah Johnson-Taylor
This is a ratio of the total number of offers for housing (both Section 8 and public housing) made to clients from the waiting list to those who accept the offers.	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Monthly Ratio of Scheduled Appointments to Accepted Offers of Housing	Ivette Barbeite-Locay Tallulah Johnson-Taylor
This measures the number of new applicants scheduled for appointments that result in an offer of housing. It is ratio shown as a single number such as 10.6, which means that month it took 10.6 appointments to achieve one accepted offer. The lower the ratio, the better the measure and the faster vacant units will be filled.	

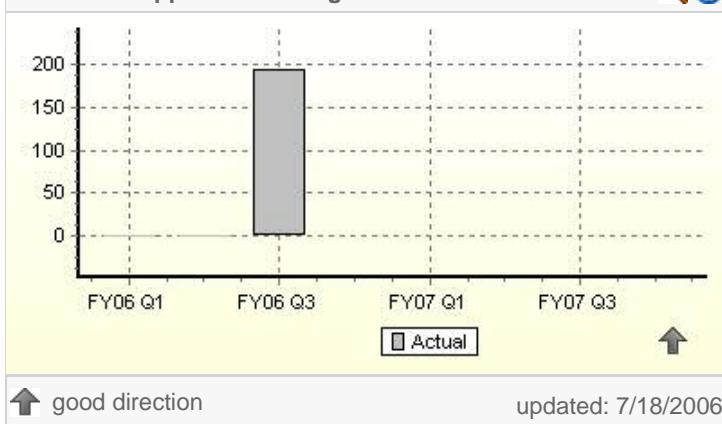
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Number of Applicant Hearings		Ivette Barbeite-Locay	Stan Krafick	Dale Poster-Ellis
Performance Graph	08/02/2006	Initiatives Linked To Measure		Owner(s)

Number of Applicant Hearings



Child Measures Linked To Measure

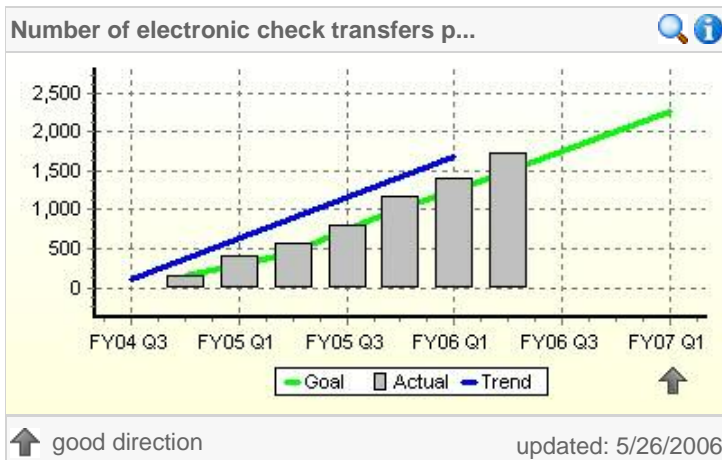
ACTUAL	GOAL	DATE

Number of electronic check transfers per quarter

Ivette Barbeite-Locay

This measure tracks progress in moving landlords and other vendors from receiving a printed, mailed check to an electronic transfer from the county's bank to the landlord's bank. It reflects the cumulative total number of checks electronically transferred per quarter.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

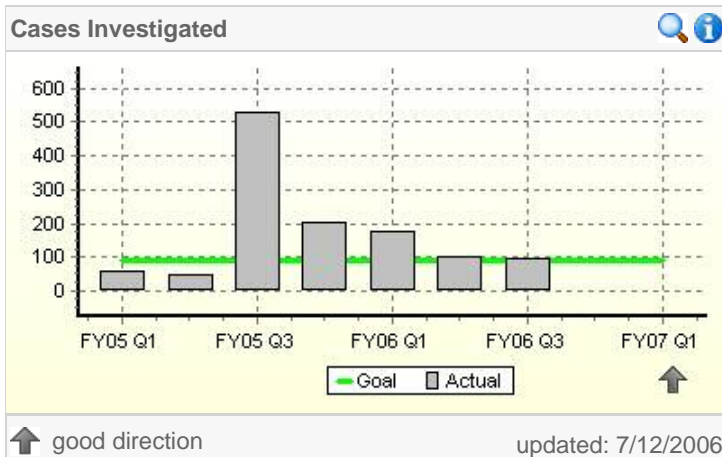
ACTUAL	GOAL	DATE

Number of Program Abuse and Fraud Cases Investigated

Ivette Barbeite-Locay Stan Krafick Dale Poster-Ellis

Cases investigated and closed for fraud and/or program violations of HUD rules and regulations.

Performance Graph



Initiatives Linked To Measure

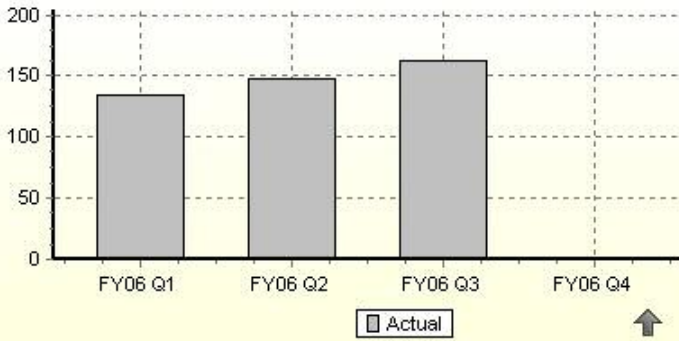
Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE

Performance Graph

Number of Tenant Hearings



↑ good direction

updated: 7/18/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Percent Down Time of MIS System

Ivette Barbeite-Locay

Percent of work hours MIS LIB software application is down for repair, updates, other problems and for running checks.

Performance Graph

Percent Down Time of MIS System



↑ good direction

updated: 6/22/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

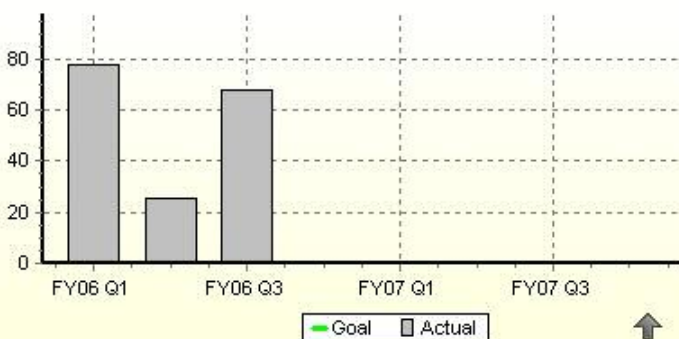
ACTUAL GOAL DATE

Percent of Appeals Upholding Hearing Decisions

Ivette Barbeite-Locay Stan Krafick Dale Poster-Ellis

Performance Graph

Percent of Applicant / Tenant Appeals ...



↑ good direction

updated: 7/14/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Percent of Construction Contracts Awarded to Section 3 Businesses

08/02/2006

Ivette Barbeite-Locay Stan Krafick Dale Poster-Ellis

Page 14 of 17

Percent of construction contracts awarded to Section 3 businesses or new hires.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Percent of Non-construction Contracts Awarded to Section 3 Businesses

Ivette Barbeite-Locay Stan Krafick Dale Poster-Ellis

Percent of non-construction contracts awarded to Section 3 business. Annual HUD goal is 10%.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

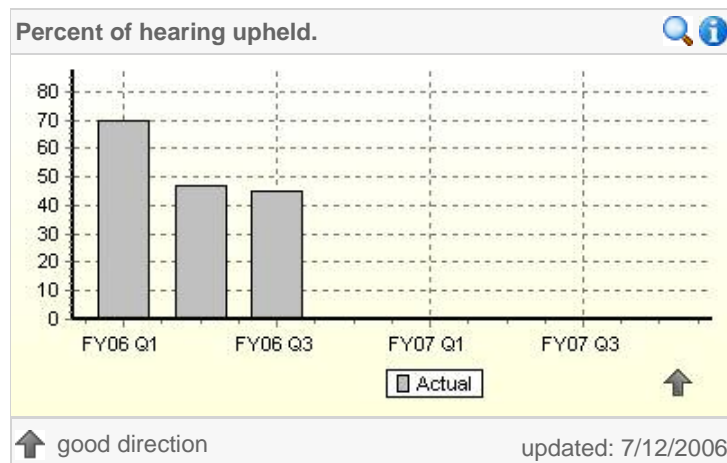
ACTUAL GOAL DATE

Percent of Tenant Hearings Upheld

Ivette Barbeite-Locay Stan Krafick Dale Poster-Ellis

Percent of hearings upholding recommendations to terminate assistance to tenants and residents.

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE

Learning and Growth

Objective Name	Owner(s)
Create a highly motivated workforce	Housing Agency

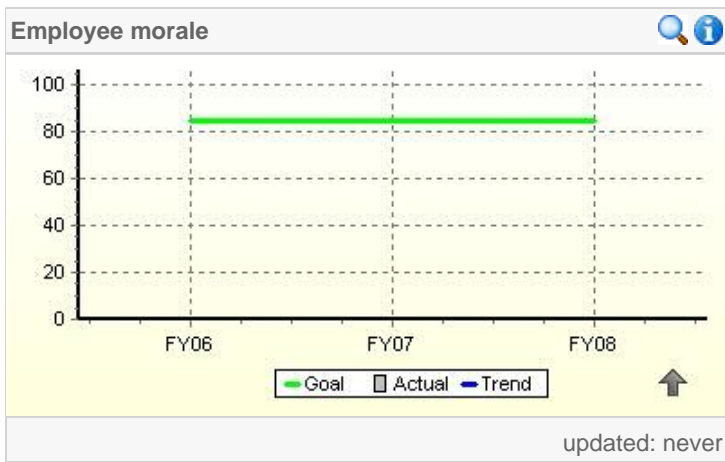
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Employee morale	Ivette Barbeite-Locay

This will report the results of an agency-wide employee survey to be done for the first time this summer. The instrument and process are designed to be able to repeat from year to year to track progress on items identified in survey.

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Monthly staffing vacancy rate	Ivette Barbeite-Locay
This measures the percent of positions that are vacant. The lower the number, the better the performance because more staff is providing services	

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Percent of staff trained in VCA	Ivette Barbeite-Locay
Vounary Compliance Agreement (VCA) with HUD related to Unifrom Federal Accessibility Standards (UFAS) requires 100% of MDHA staff to be trained in policy and procedures related to UFAS.	

Performance Graph

Percent of staff trained in VCA



updated: never

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL GOAL DATE